

FIG. 1

004060" 9020360

Name for Reservation: <b>Sharkey, James</b>		Caller, MIN: <b>619 804 1586</b>	Carrier ID: <b>PB</b>
First Choice Restaurant Name: <b>Beach House Restaurant The</b>	Phone: <b>760 753 13</b>	Address: <b>2530 S Coast Highway 101</b>	City: <b>Cardiff By The Sea</b> State: <b>CA</b>
Second Choice Restaurant Name: <b>Vigliucci's</b>	Phone: <b>760 634 23</b>	Address: <b>1933 San Elijo Av</b>	City: <b>Cardiff By The Sea</b> State: <b>CA</b>
Date of Reservation: <b>Thursday March 4, 1999</b>		Number in party: <b>2</b>	
Preferred Time: <b>8pm</b>		If unavailable then from: <b>7:30pm</b> to <b>9:30pm</b>	
Contact Name: <b>Sharkey, James</b>	Method: <b>Phone</b>	Number: <b>619 653 9642</b>	
Contact Name: <b>Walker, Jenny</b>	Method: <b>Phone</b>	Number: <b>619 896 3276</b>	

FIG. 2

Display	Last Date	Status	Restrictions
11:03/06/1999 03:00 AM	03/06/1999 12:00 PM	Yfran	Beach House Restaurant The Requires Fulfillment

If the list above does not contain the reservation request that you are looking for, you can enter additional search parameters and hit the 'Search' button to search all the reservation requests again.

Restaurant:

Reservation name:

FIG. 3

Timestamp	Last Action	Result	Notes
03/06/1999 04:08 PM	Created	NA	
	Viewed	Successful	
	Viewed		
	Called Restaurant		
	Called Restaurant		
	Customer Contact		
	Customer Contact		

The ticket status field indicates the current action that needs to be taken for this reservation request. Use the record event button to note the action just carried. The date and time fields are used to determine when the next action should be carried out for this request.

Current Ticket Status: **New**

Next Action Date: **AUTO**

Next Action Time: **AUTO**

**Record Event**

**Go back to the Search Screen**

FIG. 4

Created	Last Modified	Status	Restrictions
Timestamp:	Last Action:	Result:	Notes:
03/06/1999 02:21 PM	Created	NA	
03/06/1999 03:17 PM	Called Restaurant 1	Busy	
<input type="button" value="Viewed"/>	<input type="button" value="Successful"/>	<input type="button" value="KE"/>	
<p>The ticket status field indicates the current action that needs to be taken for this reservation request. Use the record event button to note the action just carried. The date and time fields are used to determine when the next action should be carried out for this request.</p>			<p>Current Ticket Status Requires Fulfillment</p> <p>Next Action Date AUTO</p> <p>Next Action Time AUTO</p> <p><input type="button" value="Record Event"/></p> <p><input type="button" value="Go back to the Search Screen"/></p>

FIG. 5

Timestamp	Last Action	Result	Notes
03/06/1999 04:08 PM	Created	NA	
03/06/1999 04:20 PM	Called Restaurant	Successful	Reservation was available for 8:30pm, 1/2 hour later than requested. They will reserve a private booth. Talked to Jim.
	Viewed	Successful	

The ticket status field indicates the current action that needs to be taken for this reservation request. Use the record event button to note the action just carried. The date and time fields are used to determine when the next action should be carried out for this request.

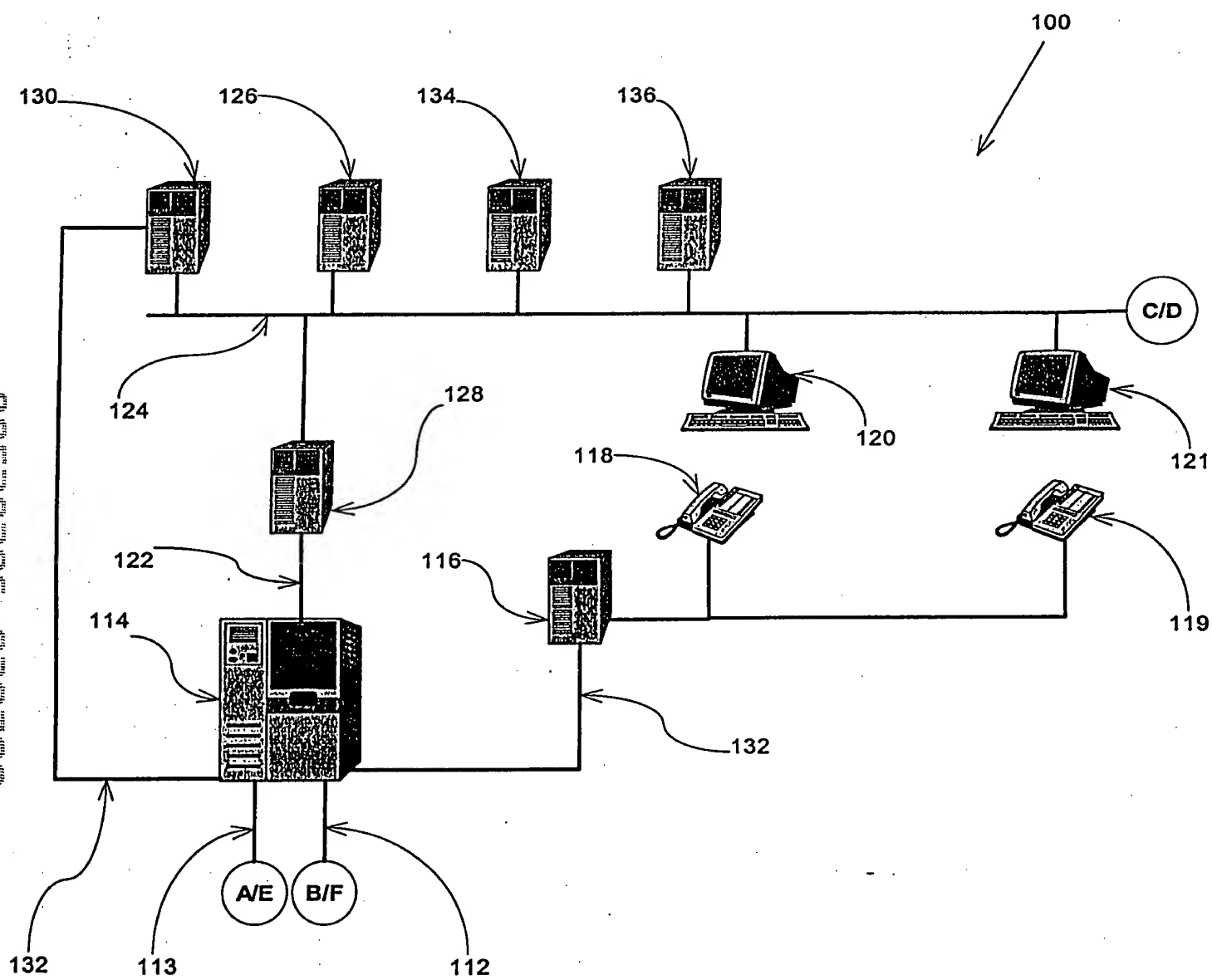
Current Ticket Status: Requires Customer Notification

Next Action Date: AUTO

Next Action Time: AUTO

Street: \_\_\_\_\_ City: \_\_\_\_\_

FIG. 6



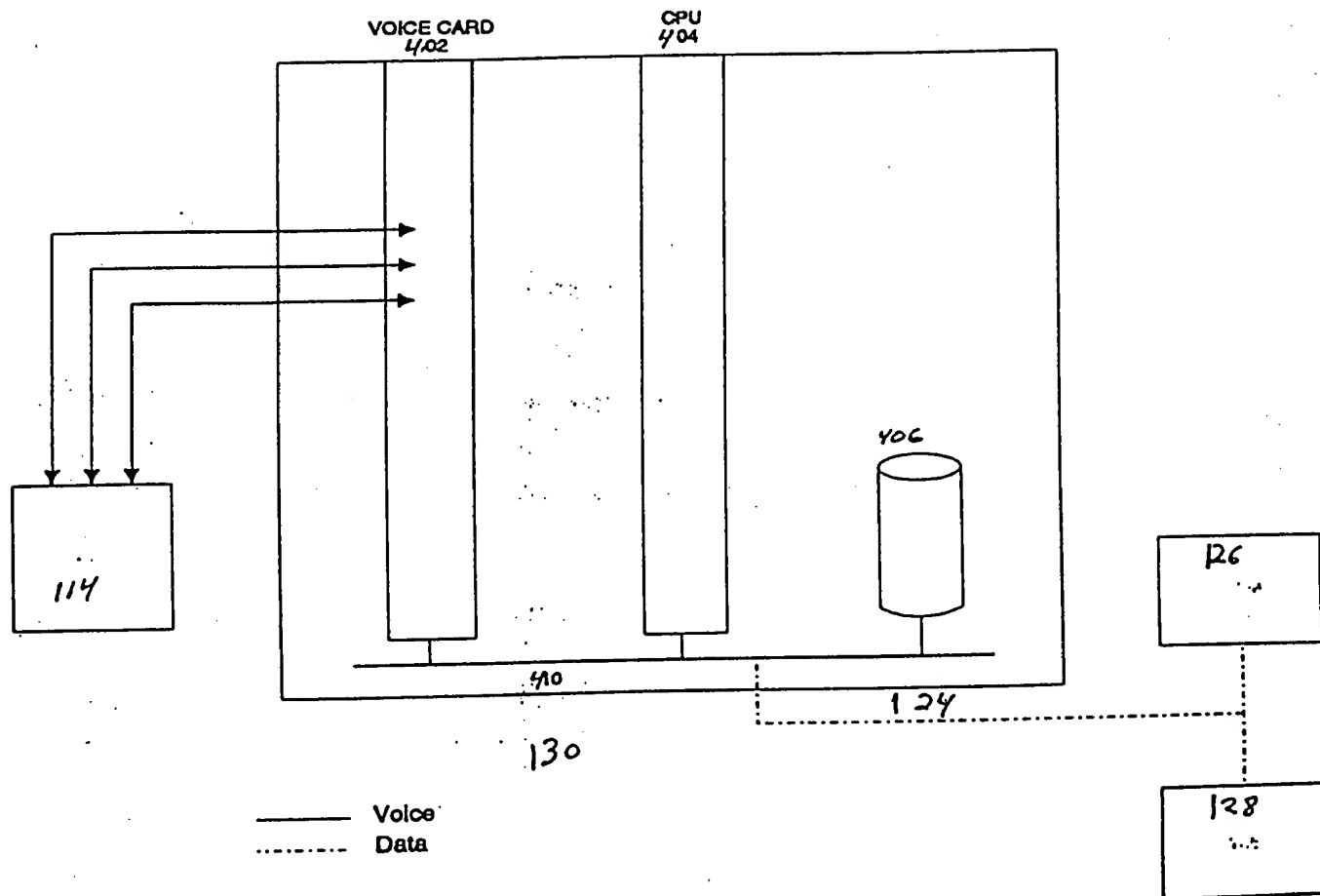


FIG. 8



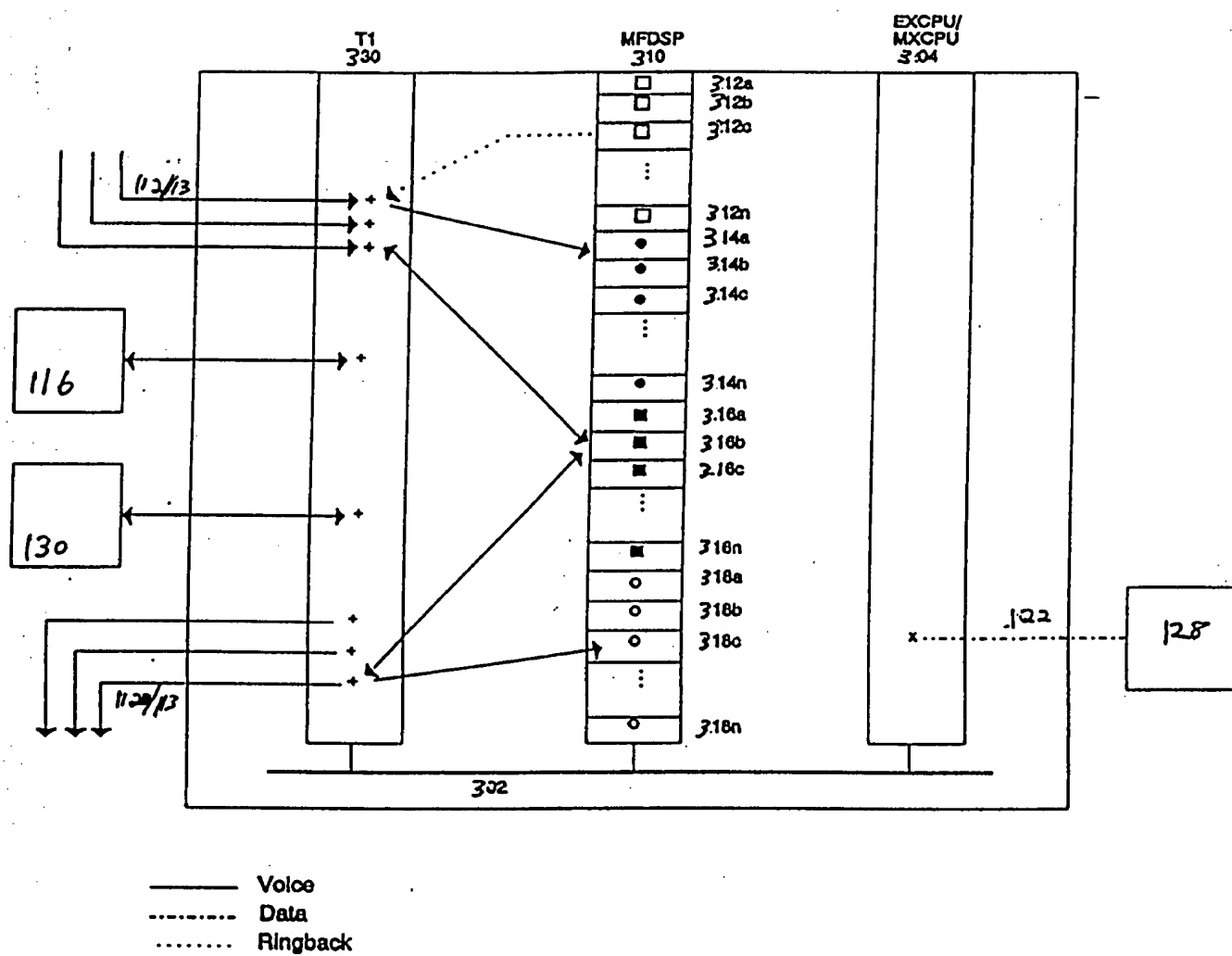


FIG. 9



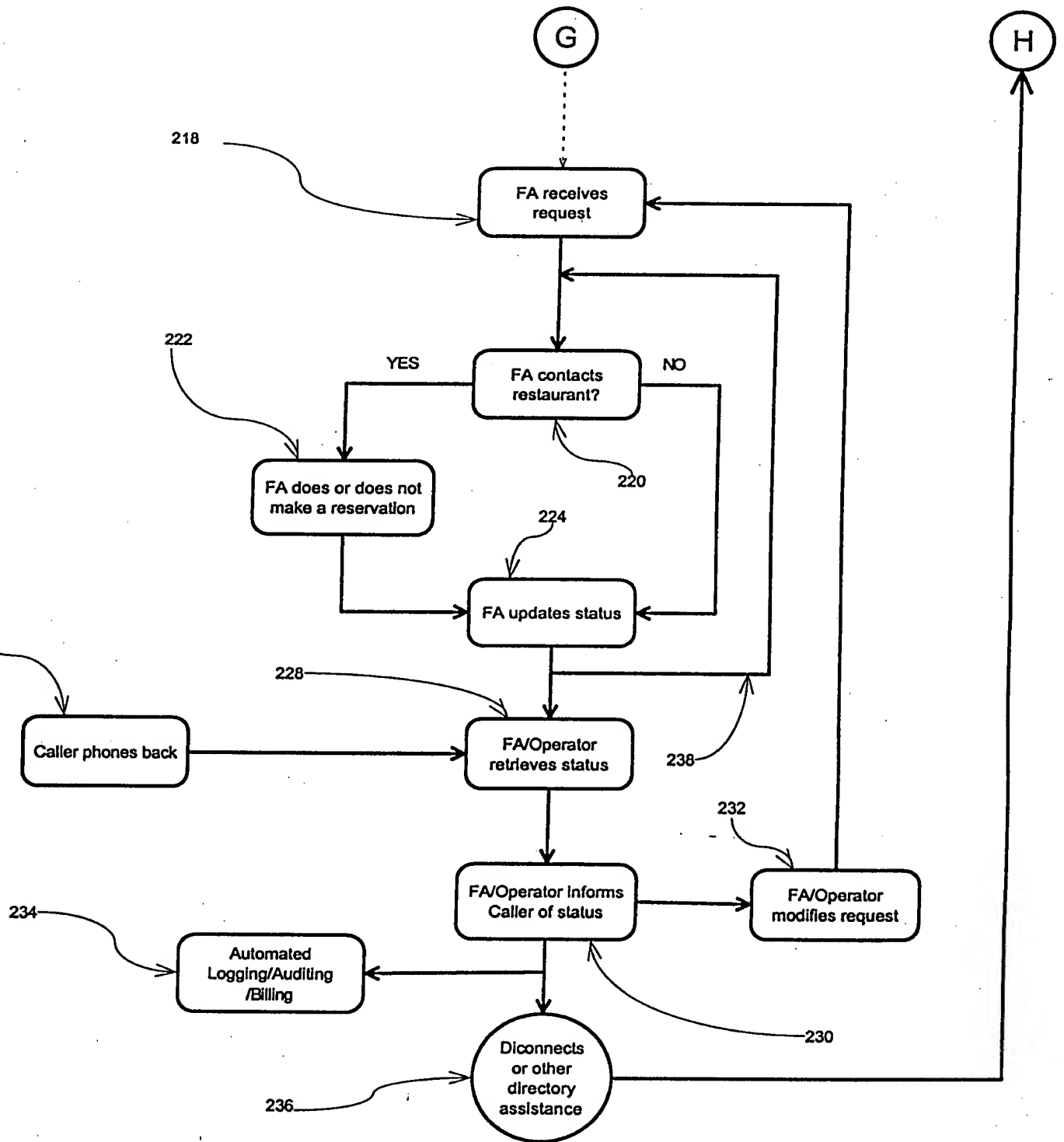


FIG. 11